

Name

1 Pine Day, Mississauga, ON L9R 0C1
Tel: 647-000-8888, E-mail@yahoo.ca

Accounting Clerk

SUMMARY OF QUALIFICATIONS

- Solid experience in business administration involved in documentation, accounting, research, marketing, planning, analysis and high level of customer service
- Profound ability to effectively present information in one-on-one and small group situations to customers, clients, and other employees of the organization.
- Experienced in using FileMaker Pro Database software for managing client information and designing website
- Excellent communication and interpersonal skills and capable of working autonomously or in conjunction with team members
- Intelligent, creative, and innovative thinker with great tenacity in problem-solving and good mathematical skills
- Supportive and reliable with high ability to work on own initiative or as part of team
- Outgoing, social able and enjoy interacting with people of all ages
- Fluent in English, Hindi, Punjabi and Urdu
- Proficient using MS Office applications, QuickBooks and the Internet as a research tool

EMPLOYMENT HISTORY

Customer Service Representative- *ING Direct, Mississauga, ON*

2012- Present

- Provide insurance and financial services to the clients.
- Make sure the specific agency office reaches its monthly goals as far as the sales are concerned.
- Create online profiles for various clients and then coming up with the best suitable quote.
- Follow up with the clients and suggesting them to get various subject polices in order to qualify for the multi-line discounts.
- Maintain client's database relating to invoicing and billing details
- Make sure each and every service provided to the client is satisfactory by contacting them at future date after buying the policy
- Work on QuickBooks Accounting Software for maintaining clients' accounts
- Collect and analyze data from a real life organization
- Develop a comprehensive marketing plan for a product
- Use analyzing skills to locate product's position in the market, its benefits, and the specific needs of the target market
- Research online for gathering information about a product to develop its marketing plan globally
- Utilize qualitative and quantitative market research tools to analyze product's position in the market

Name

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Tel: 647-000-8888

E-mail@yahoo.ca

Cashier (Customer Service) - Cash Money, Mississauga, ON 2010 - 2011

- Provided various services such as cheque cashing and money transfer services
- Issued payday loans for the new and existing customers
- Verified every single new customer's credit history
- Operated Electronic fund transfers efficiently
- Registered accounts on the phone and processed them

Sales Associate (Customer Service) – Alarm Force, Toronto, ON 2009-2010

- Presented and sold company products and services to current and potential clients
- Communicated weekly sales activities to direct manager
- Developed and maintained sales materials and current product knowledge
- Initiated innovative approaches to sell products or services
- Established and maintained current client and potential client relationships
- Dealt with customer concerns and complaints
- Assisted in defining some of the common complaints addressed by current clients leading to increased customer satisfaction and increased sales. Also played an important role in establishing what products had the most demand
- Maintained clients database relating to invoicing and billing details

VOLUNTEER EXPERIENCE

Admin Support – Orange Ltd., Vaughan, ON 2010

Website Tester - Centre for Education and Training, Online Web Portal, Mississauga, ON 2009 - 2010

Member of Youth Council – Family Services, Mississauga, ON 2008 - 2010

Greeter - Peel's Adult Services, Mississauga, ON 2008

EDUCATION

Business Administration Diploma - Humber College, Toronto, ON

Key courses included: CSC-I & II, Marketing, Accounting, Macroeconomics, Business Law, and Corporate Finance, Strategic Management, Human Resources

Post Graduate Certificate in Computer Applications – DTD College, Spain

Key courses included: MS-Word, MS-Excel, MS-PowerPoint, RDBMS (Relational Data Base Management System)

Bachelor degree in Science University of Spain, Spain

REFERENCES AVAILABLE UPON REQUEST

NAME

4 Circle Dr., Any Place, ON P0S 2T1
email@gmail.com ♦ 647-111-5555

OBJECTIVE

ACCOUNTING CLERK

SUMMARY OF QUALIFICATIONS

- Broad experience in business operations, data entry and in different facets of accounting with over 7 years' experience providing superior client service
- Enviably able to use independent judgment to manage and impart confidential information
- Great skills in gathering data, compiling information, data entry and record maintenance
- Self-motivated individual with strong analytical skills and mathematical skills seeking a stimulating and intellectually challenging work environment
- Strong financial, managerial and analytical skills
- Excellent interpersonal and communication skills, as well as strong organizational skills and ability to multi-task to complete different projects and meet deadlines
- Flexible, attention to detail, hardworking, team player with leadership skills
- Motivated self-starter in maintaining clean and safe environment
- Proficient in Microsoft Office, QuickBooks, Simply Accounting, SAP and ACCPACC

RELEVANT SKILLS AND EXPERIENCE

Bookkeeping and Accounting

- Updated daily inventory consumption report and regularized inventory taking that resulted to a minimum to less inventory shortage and overage
- Managed prompt payment of accounts payable relative to letters of credit, importation, payroll (of less than 30 personnel) and all other bills, and prepared appropriate cheques and vouchers for approval
- Improved the reporting format of adjusting entries for the reconciliation of more than 15 bank accounts which eliminate delays and lessen paper consumption
- Submitted aging of accounts receivable schedules and proposed allowance for bad debts
- Coordinated with external auditors for account schedules and analysis
- Prepared and kept statistical, financial and accounting reports

Audit and Financial Analysis

- Prepared and evaluated trend and ratio analysis of 38 member banks' financial condition and performance vis-à-vis statutory benchmarks
- Evaluated a proposal for the acquisition of branches of a commercial bank by its subsidiary
- Developed an excel-based template of adjusted financial statement that facilitated the preparation and man-hour requirements of final examination reports
- Prepared examination programs, time management plans, working papers and schedules
- Headed the examination of financial records and documents of 6 banks to ensure compliance with governing banking legislations and regulations
- Supervised a maximum of 3 examiners per assignment
- Prepared detailed reports on examination findings and made recommendations

NAME

6 Avenue, Mississauga, ON P0S 2T1
905.123.4567, email@email.ca

ACCOUNTING

SUMMARY OF QUALIFICATIONS

- Excellent experience in business administration involved in full accounting cycle
- Completed a bachelor degree of Commerce - accounting and in the process of pursuing CA or CGA program
- Excellent organizational, time management skills, detail-oriented and effective multi-tasking capabilities to meet tight deadlines
- Exceptional team player, thrives on new challenges, dependable, willingness to learn and self-motivated with commitment to confidentiality
- Strong analytical and problem solving skills and can work under pressure
- Good communication and interpersonal skills with high ability to deal with diverse clientele and staff
- Technical Skills: Proficient with Microsoft Word, PowerPoint, Excel, Access, Simply Accounting, Microsoft Dynamics GP and Accpac Plus

WORK HISTORY

Accounts Payable Assistant – Corp. Inc., Mississauga, ON 2014

- Matched and analyzed purchasing documents, shipping documents and supplier invoices to ensure accuracy and confirm that all necessary documentation was received
- Solved issues related to discrepancies between purchase orders, invoices, and shipping documents as well as communicated these discrepancies to fellow employees via email and telephone in a clear and understandable manner
- Developed a training manual containing useful information and tips on how to perform job duties, ensuring the seamless training of future Accounts Payable Assistants
- Assisted in training the incoming Accounts Payable Assistant, and by effective communication and instruction, observed their successful onboarding and clear understanding of the role and responsibilities
- Effectively and efficiently entered employee time cards into Microsoft Dynamics GP, the company's accounting system, which contributed toward accurate employee payroll

Crew Member - McDonald's Restaurant, Mississauga, ON 2009 – 2013

- Attentively performed daily maintenance functions in an efficient and timely manner while meeting sanitation standards
- Ensured proper levels of food, condiments and supplies were available in the kitchen and dining areas to meet customer demand
- Minimized waste and reduced costs by adjusting the volume of food preparation based on customer levels

NAME

905.123.4567

email@email.ca

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VOLUNTEER EXPERIENCE

OFSAA Tennis Site Convener - York University, Toronto, ON 2011

- Organized/sorted draw sheets and score cards necessary to run the assigned tournament site
- Communicated rules and regulations of the tournament multiple times to coaches and players
- Entrusted to run the tournament smoothly as well as meet time restrictions
- Enforced rules regarding unsportsmanlike conduct, default time, and warm up time
- Recorded match scores and communicated them to the main score/draw board at the Rexall Centre via telephone

Business - Accounting Committee Member – Humber College, Toronto, ON 2013

- Assisted in organizing the Faculty of Business - Accounting
- Contributed to discussions regarding ticket sales, marketing, decorating, and entertainment
- Assisted in ticket sales and demonstrated willingness to participate by taking more sale shifts than any other member on the committee
- Entrusted to count money before and after shifts and return money box to its assigned location

EDUCATION

Bachelor of Commerce – Accounting

Humber College, Toronto, ON

Awards and Scholarships - Entrance Scholarship

References Available Upon Request

ROSE CAMPBELL

123 Success Avenue
Mississauga ON | L5X 1B1

416-222-3333
rosecampbell@rose.com

CHILD AND YOUTH WORKER

HIGHLIGHTS

- Child and Youth Worker Advanced Diploma; Humber College Institute of Applied Arts & Technology
- 500+ hours of hands on training working in the Youth Justice System, as well as children on the autism spectrum
- Eager and motivated to learn and grow in Social Services field; open to constructive criticism/feedback
- Effective communication, interpersonal, problem solving and team work skills
- Reputation for learning quickly with minimal assistance, while maintaining a strong positive work ethic
- Pleasant disposition, outgoing and an enthusiastic positive attitude
- Computer skills: MS Word, Excel, PowerPoint, the Internet and Email
- Driver's license and access to a reliable vehicle
- Valid CPR/First Aid Certifications

CORE SKILLS

- | | | |
|-----------------------|---------------------------|-------------------------|
| • Assessments | • Therapeutic Crisis | • CPR/First Aid |
| • Conflict Resolution | • Intervention Prevention | • Certifications |
| • Community Resources | • Leadership skills | • Relationship Building |
| • Problem Solving | • Life Skills | • Critical Thinking |

EDUCATION

Advanced Diploma: Child and Youth Worker | Humber College, Toronto ON |

April 2014

WORK EXPERIENCE

Instructor Therapist

September 2013- Present

Self-Employment | Mississauga ON

- Prepare daily activities materials for an autistic/developmentally delayed child
- Implement in-home programs such as communication/speech, gross/fine motor activities, body awareness
- Consult with parents at the end of each session as to how the child progressed and suggested stimulating activities
- Produced weekly progress reports – challenges, milestones, positive learning experience

Instructor Therapist

Kids CAN Social Centre | Oakville Central Academy | Mississauga ON

July 2013-August 2013

- Prepared crafts, games and other activities for the camp ensuring all inclusive lesson plans
- Produced bi-weekly reports for parents - report included challenges/progress and interactions
- Instructed group activities, as well as one-on-one work
- Coordinated daily logs for parents communicating any issues and/or progresses
- Attended field trips with students; supervised and encouraged participation in various activities
- Supervised a group of 4-6 kids with developmental disabilities ensuring they are safe and included

ROSE CAMPBELL

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416-222-3333
rosecampbell@rose.com

RELATED EXPERIENCE (PLACEMENTS)

Counsellor Assistant

Progressive Society of Peel-Halton
PowerHouse Residence | Milton ON

September 2013- Present

- Assist in maintaining safety and security of youth by monitoring movement and behaviour in the facility
- Help in facilitation for recreational programming in the residents as well as in the community while developing life skills for youths
- Assist in completion of intakes and weekly reports and daily observations ensuring proper and accurate documentation
- Observe a Case Management Plan discussion gaining more experience and knowledge in high education, behaviour and future plans/goals

Teaching Assistant (Placement Student)

Social Tribute Centre | Oakville Academy | Mississauga ON

September 2012-April 2013

- Worked with children with developmental disabilities in group and one-one settings
- Implemented one-one programs such as Math, Language and Social Skills Developments programs
- Created individualized programs by assessing individual needs and providing support plans
- Effectively communicated with parents orally and in written logs on a daily basis
- Recorded and graphed Antecedent Behavior Consequence data
- Attended weekly staff meetings.
- Prepared stimuli teaching materials that were appropriate for programs that were being facilitated

Teaching Assistant (High School Placement)

San Lorenzo Ruiz | Mississauga ON

September 2010- January 2011

- Assisting the teacher prepare for class by preparing lessons plans, tidying classroom areas
- Resolved disruptions in class by assisting children deal with their concerns/issues

COMMUNITY INVOLVEMENT/ VOLUNTEER

Figure Skater | Mississauga Figure Skating Club for Youth | Mississauga ON
1995-2010

- Experienced figure skater with over fourteen years of training
- Experience competing throughout Canada and United States

Coaching Assistant | City of Mississauga Parks and Recreation | Mississauga ON
2008-2009

- Volunteered with the City of Mississauga Parks and Recreation for two years
- Assisted figure skating coaches teaching the fundamentals of figure skating to children ages 3-12

REFERENCES AVAILABLE UPON REQUEST

NAME

8 Street, Toronto, ON M9T 2D3
416.555.7777, email@mail.com

OBJECTIVE: To obtain a **CHILD AND YOUTH WORKER** position

SUMMARY OF QUALIFICATIONS

- Completed a Child and Youth Worker Program with an Advanced Diploma
- Good experience in assessing client's needs and providing assistance and counselling from culturally diverse backgrounds
- Excellent communication and interpersonal skills along with experience working with clients
- Experience in providing training and public education presentations with knowledge of human rights issues and non-discriminatory practices
- Excellent planning, problem solving and organizational skills with the capacity of working in a fast paced environment
- Cooperative and supportive colleague with a positive attitude who enjoys the challenge of assisting clients in times of crisis
- Exceptional problem solving abilities, calm upset customers using diplomacy and tact while adhering to company policies and procedures
- Good experience using the databases and making phone calls for the elections
- Trained in group facilitation increasing discussion abilities with excellent listening skills and strategies to build relationships
- Graduated honor roll student in high school and certificate of achievement in mathematics
- Certified in safe TALK and Smart Serve with ability to work in any shifts
- Computer skills: Microsoft Office Word, Database management and excellent typing skills

RELEVANT SKILLS AND EXPERIENCE

Interviewing and Assessment

- Interviewed clients individually, in families, or in groups, assessing their situations, capabilities, and problems, to determine what services are required to meet their needs
- Referred clients to community resources for services such as job placement, debt counseling, legal aid, housing, medical treatment, or financial assistance, and provide concrete information, such as where to go and how to apply
- Conducted site visitations and interviews to monitor and assess client progress
- Carried out orientation and assessment interviews with newly released clients to obtain relevant case history and background information
- Assisted clients in locating and utilizing community resources and referrals
- Maintained appropriate degree of supervision with clients in the community
- Individually assessed clients pertinent skills, strengths and deficits to develop appropriate Intervention Plan
- Investigated and prepared official documentation on client progress
- Collected and verified client self-reports by regularly maintaining up to 100 collaterals monthly
- Reviewed and presented cases before the National Parole Board
- Developed and reviewed service plans in consultation with clients, and perform follow-ups assessing the quantity and quality of services provided

Counselling

- Effectively provided counseling services to clients from a wide range of ethnic backgrounds
- Successfully engaged resistant clients in counseling
- Utilized effective communication and organizational skills to manage a caseload of 20-30 federally released clients
- Counseled clients residing in half way houses, supervised their activities, liaised with half way house staff and assisted in successful pre-release and release planning
- Proactively guided/supported clients in the reintegration process, discussed difficulties, resolved issues related to their intervention plans
- Counseled individuals, groups, families, or communities regarding issues including mental health, poverty, unemployment, substance abuse, physical abuse, rehabilitation, social adjustment, child care, or medical care
- Served as liaisons between students, homes, schools, family services, child guidance clinics, courts, protective services, doctors, and other contacts, to help children who face problems such as disabilities, abuse, or poverty
- Maintained case history records and prepare reports
- Counseled parents with child rearing problems, interviewing the child and family to determine whether further action is required
- Consulted with parents, teachers, and other school personnel to determine causes of problems such as truancy and misbehaviour, and to implement solutions
- Counseled students whose behavior, school progress, or mental or physical impairment indicate a need for assistance, diagnosing students' problems and arranging for needed services
- Addressed legal issues, such as child abuse and discipline, assisting with hearings and providing testimony to inform custody arrangements

WORK HISTORY

| | |
|---|-----------|
| Kitchen Staff/Waitress - Restaurant, Toronto, ON | 2010-2014 |
| Child and Youth Worker - Field Placement – Youth Community Services, Toronto, ON | 2012-2013 |
| Child and Youth Worker - Field Placement - Middle School, Mississauga, ON | 2011-2012 |
| General Labour - U and ME Beverages, Mississauga, ON | 2012 |
| Bus Girl - Restaurant, Toronto, ON | 2007-2012 |
| General Labor – AXD clothing, Toronto, ON | 2008-2009 |

EDUCATION AND TRAINING

Bachelor of Child and Youth Care
Humber College - Toronto, ON

Financial Management Resume

11 Taurus Avenue, Toronto, Ontario, P0S 2T1

416-111-1111

email@email.com

Overview

- Ten plus year experience in the Financial Industry in various financial fields
- Excellent communication, analytical and problem solving skills
- Ready and willing to assume responsibility at a moment's notice
- Proven ability in handling challenging tasks in a busy office environment
- Fast learner with a wide range of practical skills in various computer systems used in the Financial Industry
- Outstanding ability in inspiring the confidence and trust of clients

Core Competencies

- Corporate Actions and Dividends
- Canadian Depository for Securities
- Mutual Fund Experience (C.I., AGF, Spectrum)
- Computer skills: (Bloomberg, DTC, CDSX ADP), WordPerfect, Microsoft Word, Excel, Lotus 1-2-3
- Reconciliation
- Trade Settlements with Third parties
- Bank Experience (BMO, BNS, Guardian Trust Co., CIBC Mellon Trust Co.)
- Brokerage Experience (Nesbit Thompson) committed to professionalism

Professional Experience

STATIC DATA MANAGEMENT: SCOTIA BANK, TORONTO

2002-PRESENT

- Facilitated executed trades submitted by US brokers via the Front Office order-entry system through to the back Office trade management system
- Liaised between Harris Bank in Chicago and Settlement Operations in Toronto
- Ensured information is entered accurately and timely on line, while maintaining a positive relationship between the Traders and Back Offices resolving customer complaints
- Monitored and repaired trades that fall into the repair queue, which are prepared for resubmission and executing on line
- Aided Traders on company procedures and policies in documentation and in entering trades on line
- Assisted Settlement Officers with clearing delivery instructions on the DTC
- Functioned as the "go-to" person for Traders

CONTROL ANALYST, TD CANADA TRUST, TORONTO

2001 - 2002

- Authorized payments to participants of \$300 million
- Reconciled account receivable and account payable in Excel spreadsheet
- Ensured receipts of Canadian and US funds are deposited by wire, via a direct line to the bank accounts
- Informed Finance Department and Banking Department of all Bank of Canada, and cheque entries, in advance of processing
- Assisted in balancing all payments are balanced, suspense accounts and interest claims are identified, and the appropriate entries are processed
- Monitored US payments and to ensure the deposit is made to obtain good value and only release on same

[Professional Experience Continued]

- Ensured all Payments process through the CDSX system
- Worked with the administrator and the client to ensure distribution of payment were completed within prescribe deadlines and that the client expectations are met
- Reported directly to Senior Management that all controls are in place and to ensure our exposure to risk, liability and losses is effectively controlled and monitor at all times
- Liaised between Participants, Paying Agent, Trust Company, Issuing Corporation, Bank, DTC and International Paying Agents
- Compiled and presented statistics for each file processed

ACCOUNT OFFICER, CIBC, TORONTO

2000 - 2001

- Submitted corporate name changes, stock splits, to Trust Companies
- Corresponded with transfer agents regarding location and distribution on corporate actions
- Processed payment and balance client's accounts
- Researched defunct companies

MANAGER, RACHELLE BOUTIQUE, TORONTO

1995 - 1999

- Purchased single location retail clothing business with a one employee which was expanded to 3 locations and 5 employees
- Purchased and monitored inventory
- Handled all aspects of employee administration
- Processed and recorded all accounting transactions
- Filed PST/GST payments
- Scouted, acquired and negotiated location leases

Previous Experience

| | | |
|---------------------------------|---|------|
| The R-M Trust Company, Toronto | Account Officer | 1994 |
| Spectrum Mutual Funds, Toronto | Administrator | 1993 |
| Guardian Trust Company, Toronto | Customer Service Representative | 1992 |
| The Bank of Montreal, Toronto | International Clearing Assistant | 1989 |
| Nesbit Thompson, Toronto | Senior Re-Organization Associate | 1988 |
| Foreign Entitlements, Toronto | CDS Team Leader | 1981 |

Professional Development

| | |
|--|------|
| Financial Accounting Diploma, Humber College, Toronto | 2000 |
| WordPerfect, Lotus 1-2-3, Microsoft Word-Microsoft Excel, CDI College, Toronto | 1998 |
| Computerized Accounting, George Brown College, Toronto | 1997 |

Qualifications for PROJECT MANAGEMENT

- Over 10 years experience in I.T. and over 5 years experience in project management, implementation, presentation skills, process Improvement, systems installation, training and development, customer service, software development and proposal preparation with a degree in Computer Science
- Played a key role in a **\$200M** Contact Centre Management project at CIBC Bank
- Managed a complex imaging and workflow project, which was delivered within budget and on time for a UK Local Government organization
- Successfully completed a complex database migration project for Yorkshire Building Society
- Managed a number of concurrent content management projects at CDIT
- Energetic, team leader and can adapt to fast-paced environments with a positive attitude
- Technical expertise: Windows, Visual Basic, Crystal Reports, Documentum, Oracle, Kofax Ascent Capture, Microsoft SQL Server, Visio, and Eastman Imaging & Workflow

PROFESSIONAL PROFILE

Account/Project Manager _____ 2010 – 2014
COMPANY, INC. Mississauga, ON

- Supported business development opportunities by assisting in marketing activities
- Delivered sales presentations to decision makers resulting in increased revenues for the company
- Prepared complex proposals and scoping documents for Consulting Service and obtained sign-off by senior client management
- Project managed the rollout of Content Management solutions to the complete satisfaction of clients

Imaging/Fax Analyst _____ 2005 – 2010
BANK Toronto, ON

- Interviewed end users to establish existing use of fax and imaging technologies
- Conducted research on best of breed technology solutions, evaluating information, and preparing recommendations
- Prepared a technical architecture deliverable for the first phase of the project
- Developed workflow diagrams for incoming and outgoing correspondence
- Installed Rightfax Integration Server with MQ series connection

PROFESSIONAL PROFILE (CONT'D)

Professional Services Consultant _____ 2002 – 2005
LIMITED London, UK

- Assisted clients in achieving higher levels of service provisions and productivity, executing delivery in a timely and professional manner
- Implemented a claims processing and insurance accounting application for numerous clients, installing and configuring SQL Server 7, creating databases, and developing reports using Crystal Reports
- Successfully completed a complex database migration project for Yorkshire Building Society
- Delivered a custom component to Unum for analyzing data on health insurance claims
- Installed and configured Documentum 4i, customizing property components using Visual Basic 6, and developed SQL queries and test scripts for the company Cazenove
- Managed the local area network, fax gateway, and remote access facility

Senior Imaging/Workflow Consultant _____ 2001 - 2002
COMPUTER SERVICES Feltham, UK

- Delivered sales presentations to decision makers leading to increased revenues
- Managed the ongoing development of workflow solutions
- Installed and configured Windows NT and SQL servers promoting efficiency

Project Manager _____ 1999 - 2001
GROUP LIMITED Surrey, UK

- Managed a complex imaging and workflow project, which was delivered within budget and on time for a UK Local Government organization
- Designed, developed, and sold a committee minutes management solution to local authority government clients in the UK
- Developed customized solutions utilizing Visual Basic, Access, Free Text search engine, MS Word, and Lotus SmartSuite macros
- Delivered sales presentations to decision makers leading to increased revenues
- Designed and implemented SQL Server databases for a variety of solutions
- Developed and delivered product presentations to clients at The Principle Group, collaborating on marketing initiatives

ACADEMIC CREDENTIALS AND PROFESSIONAL DEVELOPMENT

Bachelor of Science, Computer Science: UNIVERSITY OF LONDON, UK

Technical Fundamentals Of Documentum 4i

Developing Docapps

Oracle 8i Database Administration

Kofax Ascent Capture 6.0 Certification

HUMBER COLLEGE. TORONTO, ON

REFERENCES AVAILABLE UPON REQUEST

MICHAEL SMITH

2111 Driver's Lane | Toronto ON | L4X 2Y2

 michaelsmith@email.com |  Cell : 416-111-2222

AZ Truck Driver

- A self-motivated and responsible driver with over 10 years of excellent driving experience; skilled in all areas of safe and defensive driving
- Class "AZ" Commercial Driver's License; completed intensive accident avoidance and defensive driving course at Humber College (2014)
- Successfully completed: Air Brake Endorsement, Transportation of Dangerous Goods (TDG), C.V.O.R , National Safety Code, PDIC/ CPR Safety, Customer Service, Driving for Fuel Efficiency, Load Documentation, Customs, I.C.C. and U.S. DOT Regulations, Load Securing, Managing Accident Scenes
- Clean criminal background check and driver's abstract, fast card approved
- WHMIS, First Aid/CPR, Forklift Certifications (all current)
- Excellent communication, team work, customer service, and problem solving skills
- Enthusiastic and hardworking who can multi-task and complete projects on time
- Computer skills: MS Word, Excel, PowerPoint, the Internet (research) and Email

RELEVANT EXPERIENCE

DRIVING SKILLS

- Thoroughly familiar with Greater Toronto Area and surrounding routes
- Demonstrated ability using GPS and other maps, capable of finding shorter routes; read maps, and followed written and verbal geographic directions
- Obeyed traffic laws, followed established traffic and transportation procedures
- Oversaw all aspects of vehicle such as condition, safety and security prior to driving
- Maintained all paperwork: pickup, log driving reports, inspections, incidents, etc.
- Maneuvered truck into loading or unloading positions

WAREHOUSE/SHIPPING & RECEIVING

- Maintained a clean, worker friendly and safe work environment
- Coordinated arrivals and unloading of products
- Presented bills and receipts, and collected payments for goods delivered or loaded
- Verified the contents of inventory loads against shipping papers
- Turned in receipts/ paper work received from deliveries in an organized manner

CUSTOMER SERVICE

- Provided top notch customer service; established positive business relationships with various customers and colleagues generating new referrals and repeat business
- Responded to customers' inquiries effectively and on time ensuring customers are satisfied
- Resolved problematic issues effectively, professionally and tactfully creating a win-win situation for all involved

EMPLOYMENT HISTORY

Delivery Driver | Marvellous Windows and Chairs | Toronto ON 2004-2014

- Drive vehicles to and from designated destinations for customer product deliveries ensuring safe and timely deliveries
 - Dedicated to providing excellent customer service at all times ensuring customer satisfaction and building good rapport with customers
 - Maintain detailed and organized driving log; prepared vehicle performance forms and completes required daily paperwork
- Analyzed delivery address, determined appropriate routes and maintained schedules
Reported any accidents, injuries or any problematic issues to Supervisors immediately
Effectively loaded and unloaded products from trucks to their destination
Maintained the vehicle clean, safe and free of hazardous materials at all times
Collect payments from customer at the time of product delivery as assigned by Supervisor
Adhered to company operating policies and procedures

Machine Operator | ABC Inc. | Toronto ON 1994-2004

- Assisted in operating various machines that manufactured glass bottles used in food and beverage industries
- Informed Production Supervisor of any defects and issues reducing production down times
- Followed all safety regulations and company procedures to manufacture quality products
- Packed, labelled and piled boxes on skids for shipment to various destinations
- Operated forklift to transfer skids to shipping area and performed daily safety checks
- Promoted safe work environment; ensured work areas were kept clean and organized

EDUCATION

Commercial Driver Training Class G to AZ (Tractor Trailer) Class "AZ" Commercial Driver

Humber College Institute of Technology and Advanced Learning | Etobicoke ON | 2014

Auto Mechanic Certificate

Humber College Institute of Technology and Advanced Learning | Etobicoke ON | 2006

Business Administration Diploma

Humber College Institute of Technology and Advanced Learning | Etobicoke ON | 2004

Your Name

123 Avenue, City, ON P0S 2A1

Telephone: (416) 111-2222

Email: yourname@email.com

AZ Commercial Truck Driver

PROFILE

- Class “**AZ**” **Commercial Driver’s License**; completed intensive driving course, Humber College
- Successfully completed: **Air Brake Endorsement, Transportation of Dangerous Goods (TDG), C.V.O.R , National Safety Code, PDIC/ CPR Safety, Customer Service, Driving for Fuel Efficiency, Load Documentation, Customs, I.C.C. and U.S. DOT Regulations, Load Securing, Managing Accident Scenes**
- Excellent communication, organizational, leadership, problem solving, and team work skills
- Strong knowledge of all forms of Logistics – specializing in Automobile Transportation
- Good knowledge of engines and automobile parts
- Certified in First Aid and CPR
- Computer skills: MS Word, Email, and the Internet

PROFESSIONAL EXPERIENCE

DRIVING SKILLS

- Excellent driving skills with clean driving abstract; skilled in all areas of safe and defensive driving
- Obeyed traffic laws, and followed established traffic and transportation procedures
- Thoroughly familiar with Greater Toronto Area and surrounding routes
- Read maps, and followed written and verbal geographic directions
- Oversaw all aspects of vehicle such as condition, safety and security prior to driving
- Effectively maintained all paperwork: pickup, log driving reports, inspection, etc.
- Maneuvered truck into loading or unloading positions
- Verified the contents of inventory loads against shipping papers
- Delivered products in all weather conditions on time and without accidents

CUSTOMER SERVICE & SALES

- Provided quality customer service in a friendly and professional manner; established positive working relationships with various customers
- Responded to customers’ inquiries effectively and in a timely fashion
- Received and responded to customers’ requests and concerns
- Processed payment transactions and all related documentations
- Located and notified customers of delinquent accounts by mail and telephone
- Advised customers of necessary actions and strategies for debt repayment
- Introduced new concept to customers
- Increased and expanded sales by 14% for NSW Telecommunications

PROFESSIONAL EXPERIENCE CONTINUED...

MANAGEMENT/LEADERSHIP

- Managed and coordinated the Technical Department for effective and efficient services to clients
- Developed and conducted training seminars and workshops to employees
- Planned, developed and monitored financial reports
- Oversaw the work of 23 Technicians and 13 Sales Representatives
- Improved all forms used for logistics – documentations, inspections and shipping procedures

EMPLOYMENT HISTORY

| | |
|--|----------------|
| Regional Accounts Representative , Manulife Financial, Toronto ON | 2007 - present |
| Accounts Receivable , Dawson Associates, Montreal QC | 2004-2005 |
| Quality Assurance , BASIC Productions Ltd, Montreal QC | 2003-2004 |
| Technical Manager , Wireless Support, Bell Canada, Subury ON | 2001-2003 |
| Security Guard , DDG Securities, Ottawa ON | 2000-2001 |
| Sales Manager , NSW Telecommunications, Ottawa ON | 1998-2000 |

EDUCATION

Class "AZ" Commercial Driver Training Program

| | |
|--|-----------|
| Humber College Institute of Technology and Advanced Learning, Etobicoke, ON, | 2007 |
| Marketing and Sales Certification , Ontario Business School, Sudbury, ON, | 2001 |
| World History , University of Ottawa, Ottawa, ON, | 2000-2001 |
| World Trade Markets Diploma , Sir Sanford Fleming College, Lindsay, ON, | 1994-1996 |

AWARDS

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| Community Service Achievement Award , Sudbury | 2002 |
| Dawson Associates Employee Recognition Award , Montreal | 2002 |
| Community Initiative Award , Montreal | 2002 |
| Outstanding Leadership Award , Toronto | 2001 |

COMMUNITY INVOLVEMENT

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|---|--------------|
| Soccer Coach , Minor League Soccer, Toronto | 2000-Present |
| Supervisor , St. Mary's Homeless Shelter, Montreal | 2005-2006 |
| Volunteer , Canadian Blood Services, Montreal | 2003-2004 |
| Event Organizer , Boys and Girls Club, Ottawa | 1999-2000 |

STEVEN DOE

5555 Address, Toronto, ON M7M 7M7 333-333-3333

stevendoexxxx@gmail.com

OBJECTIVE: A position as a labourer for the public works department with the City of Toronto.

QUALIFICATIONS

- Qualified to drive 5 ton and tandem axle trucks as well as snow ploughs
- Landscaping skills; proficient use of tools such as weed whackers, chainsaws and tampers, hand and power tools
- Forklift experience and training on a front end loader
- Excellent co-ordination and manual abilities; mechanical aptitude
- Clean driver's abstract and knowledge of highway traffic act
- Experience with a snow blower; able to perform heavy physical labour such as snow shovelling

RELEVANT EXPERIENCE

- Maintained lawn for a 3 acre farm utilizing a riding lawnmower and a push mower
- Provided prompt and thorough snow removal for surrounding neighbours
- Operated counter balance forklift and reach trucks for loading and unloading of trucks; prepared freight to be moved and accurately entered load data into computers
- Assembled walls and roofs in a construction environment and performed cleanup duties
- Experience with interlocking stones
- Performed building maintenance tasks such as painting and minor repairs
- Assembled and wired thermostats to freezers: drilled holes using a jig and riveted casters to freezer bottoms; finished attachment of thermostat to back plate and power source rendering it in working order.

EMPLOYMENT HISTORY

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|--|-------------|
| General Labourer, Shore Enterprises, Toronto | 2004 - 2006 |
| Landscaper/General Labourer, The Temporary Agency, Toronto | 2000 - 2004 |

EDUCATION

D license with Z endorsement acquired at Humber College's Driver Training Centre, 2005
Completed one year of the Ontario Youth Apprenticeship Program for Auto Mechanics, 2003
Grade 12 Diploma, Steve Allen High School, Toronto, 2000

ADDITIONAL SKILLS & INTERESTS

- Fluent in English and Portuguese
- Remain physically fit through participation in active sports such as basketball, hockey and tennis
- Developed mechanical skills through hobby of fixing up old cars and conducting regular car maintenance